

### Equipment

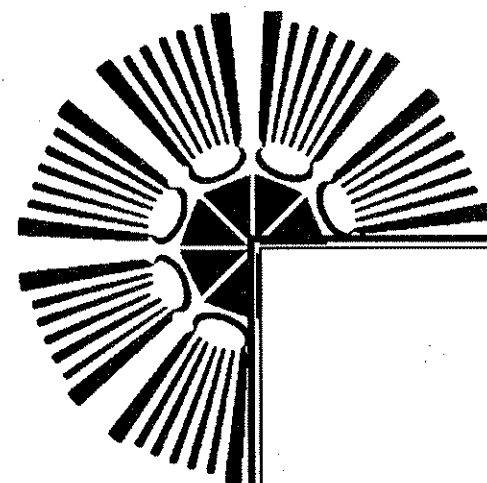
This is perhaps the biggest story of the year for the RRS: the purchase of new cassette decks for the studio and the recording booths. With the new Tascam recorders and players, it can now truly be said that the Library Commission's Radio Reading Service is one of the most modern, state-of-the art Radio Reading Services in America, if not the most. We can be very proud of the type of equipment we deliver our signal with to our listeners. I can think of only 4 or 5 of the 144 Radio reading Services in the country who have an automation system, much less a computer driven automation system like ours!

### Our Signal

Recent changes by West Virginia Public Radio in their manner of broadcasting will affect us, too. Public Radio is changing from microwave to digital (satellite) transmission. This means we will also be on the "bird." They tell me we will have to pay around a thousand dollars per month for this service. At this writing no changes have been made, and I am awaiting word from the National Association of Radio Reading Services as to whether anyone else has experienced this type of change, and whether they have had to pay this kind of money.

### Radios

Our radios are old. Gone are the days when I could say they were getting old. This will be the year when they will be replaced. The turnaround has not been extraordinary, which means that people are keeping them a long time or when Gramps dies, no one seems to know what to do with the radio.



# 1995

## West Virginia Library Commission

# Annual Report



## Commissioners FY 1995

**C.E. Campbell Beall**  
Chairman  
Martinsburg

**Ruth Gilligan**  
Sistersville

**Nicholas Winowich**  
Charleston

**Merle Moore**  
Webster Springs

**William Young**  
Bethany

the Fall of '95.

Likewise, production support was also given to the Governor's Office for press conferences and introductory tapes to new companies coming into the state.

One of two network feeds offered on TLC is Kaleidoscope from San Antonio, Texas. This is a block of varied programs (1:00-6:00 daily and 7:30 - 3:00 Saturday) which offer programming to both the hearing and visual impaired viewer/patron. Video Services saw the need to expand and accommodate this viewer through, not only this service, but by also producing and distributing two of its very own programs, Listen To Me and Signing On. The Library Channel is presently the only cable access channel to offer this service in the state of West Virginia.

Some of the goals Video Services will be achieving next year will be gaining entry to the Internet. We envision a global library via broad band Internet with WVLC Video Services connecting local libraries, schools, hospitals and homes to national libraries around the world, on-line broadcasting, two-way media services, producing more live theatrical performances from the Culture and History theatre and distributing it statewide, developing and producing more distant learning/education formatted programming to libraries and schools.

Video Services saw an overall increase in productivity. This was due in part by implementing the following:

- larger/longer internship programs
- creative flex time for production staff
- acquiring additional cable markets in and out of state

Although studio production still averages 4-5 shoots per day, post-production increased due to the development of a flex schedule and acquiring a new editing system. As noted in the efficiency measures, increases were seen and will be seen in cable markets.

### Productivity Measures:

Library Duplications 2,762	
Catalog Productions 258	Post Production/Graphic Development (Hrs/Day) 4.5
Cablecast Programs 749	Studio Production with Governor's Office 4
Teleconference Programs 9	Studio Production with Legislative Services 20
Studio Production (Hrs/Day) 7.5	Library Network 176
Local Cablecast (Hrs/Day) 3	Cable Network (towns/cities) 43
Cablecast (Hrs/Day) 24	Cable Systems 6

## Radio Reading Service - Dave Lewis

### Volunteers

This year has seen us lose a few volunteers: nine. We have gained seven for a net loss of two. I have tried to get some high school students to volunteer with only limited success. The main problems seem to be, in order of magnitude: 1) hours of operation; 2) lack of parking and 3) occasional conflicts with security. On the subject of security I hasten to add that security is only doing the job they are hired to do, but it does sometimes irritate some volunteers and we have probably lost a few who consider it too much of a hassle to get in and out of the building. I doubt if there is very much to do about this on the rare occasions when there is a conflict. At the time this report was written, we had thirty-four volunteers.

## Video Services - Dave Shouldis

The latest tallies are in - the reports and ratings compiled - all of which indicate the unanimous — Video Services/ The Library Channel has once again succeeded in providing its audience with meritoriously informative and educational programming. In this, its nineteenth year, TLC continues to achieve its primary goal of developing and producing highly professional video tapes for the patron/viewer.

This has been exemplified numerous through additional cable systems receiving The Library Channel's daily programming, offering the only network programming for the visual and hearing impaired viewer in the state of West Virginia, and by continuing to extend to state agencies support in production, post-production, teleconferences or consulting services via the television media.

As of this date The Library Channel continues to provide a 24 hour daily program line-up to the greater metro Charleston area via cable access. In addition The Library Channel serves two college on-campus cable systems, Bluefield State and Potomac State, and provides a three hour block of daily programming to cable systems in twenty-three other towns and cities both in West Virginia. It is the intent of Video Services to expand this service into an additional eight cable systems by mid-year, acquiring a total of thirty-four cities and towns in West Virginia, which will be receiving educational programming from The Library Channel. Note the new Fall Cable access Daily Program Schedule offered by TLC in Charleston.

Aside from the functions mentioned regarding the cable network, Video Services continues to extend its multiprogram catalog to the library network; health clinics, hospitals, and schools of all levels. Some of Video Services programming is used as a stand alone teaching aid or as a class supplement in continuing education, workshops and seminars.

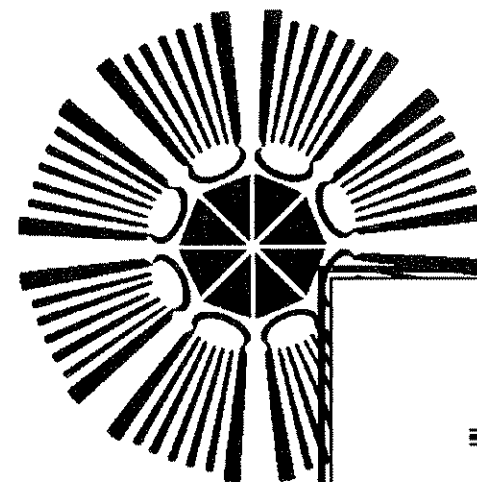
This unique blend of developing education and information programs is the direct result of the creative skills of all the program hosts. Through their efforts, they create a format that is enlightening as well as informative. This adds to the success of the department. The vast and varied catalog programs are still easily available through the local libraries or through Film Services located at the Commission.

It was another exciting and interesting year in terms of producing some of the new catalog program series. A few of the topics were: *PetAgree* - the care and proper handling of your pets, exotic as well as domestic; *Lifeline* - a series dedicated to the health care concerns of older Americans. The program features news, conversations, health care advice and information about the Medicare program. This program is presented by the West Virginia Medical Institute. A four part series was also developed with WVU's Mary Babb Randolph Cancer Research Center on the very latest methods of care, treatment and warning signs of *Breast and Cervical Cancer*. Over 400 copies of this series were duplicated and sent out to libraries, health clinics and hospitals. One other series which had a large distribution was with the Secretary of State's Office. The program, *Registering Your Client to Vote*, emphasizes the benefits of establishing your registration at your local precinct.

Other program titles established were *Legislative Wrap-Up*, produced by Legislative Services, *In Motion*, hosted by the Department of Highways, *Developments*, created and produced by the West Virginia Development Office, and *Family Challenges*, hosted by psychologist David Clayman who discusses the various ways to cope and handle family situations. Programming has been established in which all three of the major colleges and universities, West Virginia Tech, University of Charleston, and West Virginia State, discuss their views and concerns from the higher education level. These programs have an open format in which they may teach as well as discuss. Please note once again the Fall schedule for daily programming offered by Video Services. Other new programs on the docket include *Mountain Stage* with Public Radio which promotes upcoming performances on the radio program of the same name, *Travel West Virginia*, with WV Tourism, *Woman To Woman*, co-produced by the Women's Commission and hosted by attorney Beverly Selby, and *Teenage Relationships* which will be looking at positive ways to relate to parents and friends. This series, too, will be looking at the frustrations of being a teenager in today's world, and hopefully show how to develop skills of how best to survive through communication methods.

It must be stated too, that the success of this department is the result of a most competent and valued staff, Cris Spradling, Fred Vickers, and Rod Woods. Through all their extra efforts and support, I am indeed very appreciative.

Video Services extended technical and crew support to Public Television for productions involving the Arts and Letters series with First Lady, Rachael Worby. Continued partnership will be on-going as the new season starts in



## Table of Contents

Overview.....	1
Map of Infomine.....	2
Construction .....	3
Field Services .....	8
Reference.....	10
Blind and Physically Handicapped.....	12
Direct Services.....	14
Film Srevices.....	16
Public Library Support Services.....	18
Technical Services.....	19
Video Services / Radio Reading.....	23

## Overview - Frederic J. Glazer

Last year's annual report detailed the evolution of library automation in West Virginia and the development of our statewide network. This year we are extremely proud to boast that the West Virginia Library Commission will now be able to extend networking and Internet access to all 177 public libraries, academic libraries and a high school in each of our 55 counties.

Funding for this initiative comes from a \$2.5 million federal grant award, the largest ever received by the Library Commission. Competing with the other 49 state library agencies the Library Commission won the competition with an imaginative grant proposal: **Project InfoMine**. Just as West Virginia has mined the rich natural resources of the state, we must now begin to mine the informational and intellectual resources statewide, nationwide and worldwide. **Project InfoMine** provides funding to establish West Virginia's presence on the National Information Infrastructure: the Internet. Coming soon to each of West Virginia's 177 public library communities will be an on-ramp to the Information Expressway.

**Project InfoMine** is a collaborative, cooperative effort of State Government agencies involving the West Virginia Library Commission, West Virginia University, WVNET, the State Board of Education, the Board of Directors and the Board of Trustees as well as the Secretary of Education and the Arts. The project is committed to providing the greatest amount of information to all West Virginians, both in school and out with the greatest savings of tax dollars. **Project InfoMine** extends the concept of information access, not ownership, and avoids costly duplication while providing information seeking opportunities to all of our citizens.

**Project InfoMine** is a three tier program that includes:

1) The Mine - a high end information appliance which includes hardware (a fully equipped PC); telecommunication equipment (routers/connecting gear) and software fully configured and programmed to provide user friendly activation which will be as easy to use as a kitchen toaster.

2) The Line - high speed telecommunication lines which will link libraries to the InfoMine and global networks. A major component of the line is a partnership with Bell Atlantic and their offer of free installation of 56 Kbs frame relay phone lines valued in excess of \$120,000. This partnership was a prominent provision in the grant proposal. Each InfoMine will be connected to one of the seven sub hubs or a co-hub within a designated service area.

3) The Resources - from Mine to Line to Information, Project InfoMine will include local resources, statewide resources, commercially vended databases and the vastness of global information available on the Internet. Such resources will include: indexes to the Charleston Daily Mail, Charleston Gazette and database of the West Virginia History Project; voter and election information compiled by the League of Women Voters; Business, Industrial and Community Development Information; up-to-date information on travel, tourism and cultural and recreational activities; archeological information; access to government policies and officials, local, state and federal; and graphic images and mapping through the recently developed Geographic Information System (GIS).

Our information cup appears to run over with electronic files related to Children and Family, health and welfare, employment opportunities and benefits and digital information in thousands of interactive files located on all points of the globe. And yes, it all begins with a trip to the library. After 15 years of ongoing computerization, West Virginia libraries have an inside position on the fast electronic track which is the raceway to the 21st Century.

ule which allows much more selection in storing and management of statistics. This option allows statistics to be downloaded to PC's where the statistics are manipulated for display by programs like Excel. The client/server technology has required much self-education on the part of staff.

### UNION CATALOG COMPUTER SEARCHES fy 1995

Library Group	Author	Subject	Title
Internet Dial-ins	233	165	397
Glenville State	5,572	12,159	11,456
Subhubs/Micro sites			
/Dial-ups	119,423	17,355	80,189
Univ. Charleston	5899	14,641	18,572
WVLC	17,567	15,746	92,617
WV Tech.	5,001	11,908	12,312
<b>Totals</b>	<b>53,695</b>	<b>71,084</b>	<b>215,543</b>

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**Grand Total Searches** **431,086**

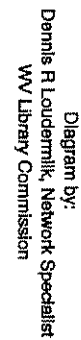
### MICROCOMPUTER SYSTEMS

In October, the Microcomputer\MicroVTLS management activities which formerly were handled by the Commission Administration Department were transferred to Technical Services, joining all technical activities into one area. Thirty site visits were made to seventeen different libraries to install equipment, repair hardware and to trouble shoot. over 90 jobs were performed.

## Map of Infomine Network

We are maintaining a service contract on the older communications equipment and an inventory of a few leased line modems to tide us over until all of our analog network is replaced with newer technology. It's hard to believe that much of our communications network equipment is ten years old.

The Online West Virginia Union Catalog continues to grow as we and other state libraries add records hourly, one at a time, and in batch. We batch processed 165,160 OCLC records (including 21,663 gov docs) and 24,925 Cabell County records into the database during the past year. The database has 1,484,207 bibliographic records representing an estimated 13,000,000 volumes. We added 89,017 new titles during the fiscal year. We have been preparing to upgrade the VTLS Library Software which is used to manage the Online West Virginia Union Catalog. Client/Server computing option is the main new feature of the VTLS-94 upgrade software; the original software was host-based. EASYPAC is the public access client/server option which allows users to utilize a mouse for searching. The new cataloging client/server feature allows full-screen editing of records. Another new feature is the Statistics mod-





Construction - Dave Childers

The Commission began fiscal year 1995 with carryover construction funds in the amount of \$39,934. Notice was received on October 5, 1994, that West Virginia's Library Services and Construction Act Title II (Construction) allotment for fiscal 1995 was \$184,385. Total construction funds available for FY 1995 totalled \$224,319.

The Commission, at its meeting on October 17, 1994, moved to postpone "...any discussion on new construction projects not previously approved..." however, at its meeting on May 22, 1995, an amendment was made to the original estimated cost of the addition to the Nutter Fort Library. The bids for this project exceeded the proposed budget therefore, the project was re-bid. The revised costs for the building and equipment, after the re-bid, totalled \$124,172. The LSCA funds for this project were increased from \$47,500 to \$62,086. This \$14,586 increase represented fifty percent (50%) of the total estimated cost increase. The Commission's approval came before the signing of a construction contract, between the Nutter Fort Library Board and the successful building contractor, thereby making the increased funding eligible under LSCA regulations.

The proposed addition to the Craigsville Library, which was approved in March 1994, was granted an extension in order that adequate local funding could be obtained. Construction had not begun at June 30, 1995. Funding to cover two thirds of the estimated project cost had been assured by this date.

Two beautiful buildings were completed during the year. The Hamlin-Lincoln County building was dedicated October 15 1994. The Bridgeport Public Library Board of Trustees held an open house and dedication ceremony April 23, 1995.

The staff assisted other library boards in preparing construction applications. The Commission ended the fiscal year with thirty-three communities interested in library projects totalling \$9,072,500. State and/ or federal funding in the amount of \$7,389,450 will be required to complete these projects.

Please consult the following tables for additional information: Table I - Appropriations of State Funds 1970-1995; Table II - Construction Projects Completed 1995; Table III - Proposed Construction Projects and Table IV - Public Library Construction.

Table I			
Appropriations of State Funds - Construction 1970 - 1995			
1970	\$500,000	1982	0
1971	0	1983	\$100,000
1972	\$250,000	1984	\$388,000
1973	\$700,000	1985	\$20,000
1974	\$1,250,000	1986	\$20,000
1975	\$1,500,000	1987	\$390,000
1976	\$1,500,000	1988	0
1977	\$1,500,000	1989	0
1978	\$1,000,000	1990	0
1979	\$1,350,000	1991	0
1980	\$1,200,000	1992	0
1981	0	1993	0
		1994	0
		Totals	\$11,668,000

end procedures for zeroing out accounts were dumped with the hardware. The old backup that had been set aside to provide access to just such data, could not be read without the old software. Many long unopened drawers, boxes, and cabinets had their dust disturbed in the search for the original masters until, in desperation, the software manufacturer was called and the way discovered to open the Pandora's Box with the new software key. But that's really 1995-96 events. Overall, the Acquisitions staff ordered and receipted books, services, subscriptions, and other materials expending the following funds:

\$323,815.73	State Funds	\$ 41,923.93	Federal Funds	\$365,739.66	Total
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CATALOGING

Cataloging worked with the film library to bring many older videos into the on-line catalog which were only indexed in the past in the annual printed film catalog. Many older, un-indexed government documents, both United States and International, were also cataloged in addition to the normal acquisitions which included some 4,766 new titles, 680 audio visual materials, 228 cassettes, 114 compact discs, and 9,156 paperbacks. Our cataloger is one of our two staff members who used their spare time to work toward a Masters in Information Science under the University of South Carolina Distance Learning program. The other worked in Acquisitions keeping our serials holdings records up to date and recording receipt or claiming missing issues of our hundreds of subscriptions. The INTERNET has provided many other sources for cataloging and bibliographic verification to the cataloging staff. The cataloger has even found time to help other libraries with their cataloging problems and give instruction in the importance of adding their holdings to the union catalog , while offering how-to information on searching some of the INTERNET resources.

PROCESSING

Processing, another section affected by carpal tunnel syndrome as well as cyclical work loads, has still managed to produce the following results, which includes the materials already covered in the discussion of Cataloging

Books added 12,644	Books deleted 3,287	New Titles added 4,766	A/V Materials 680	Cassettes added 228
Microfilm/fiche 6,844	Talking Books (cassette/disk) 12,497	Talking Books discarded 770	Paperback s added 9,156 Compact disks	114 Total materials
processed for circulation in 30 libraries 50,986				

TRAINING ACTIVITIES

Technical Services had many opportunities this year to broaden international understanding. Not only was the Internet's presence expanded daily, but as a follow up on the staff study tour of Finland and Sweden last June, two Swedish and one Finnish librarian spent two weeks in our department, receiving training in our use of computers in libraries, networking, setting up INTERNET communications accounts and searching. We toured many of our fine examples of American public and academic libraries, and learned probably as much as they did about our way of doing things by simply having to explain.

## TECHNICAL SERVICES - Judy Prosser

### INFOMINE GRANT

The Technical Services Department has been heavily involved this year in the implementation of the Infomine Grant. This U. S. Department of Education grant for \$2,500,000 has two main objectives:

1. Technology - any West Virginian should have access to the INTERNET - National Information Infrastructure - through improved communications lines (fiber optic) and hardware/software in the form of an information appliance we are calling the INFOMINE WORKSTATION.
2. Access - Information resources which are local, national, international, commercial and governmental in nature will be at the fingertips of all Infomine users.

We are working toward the updating of the existing communications equipment in the Union Catalog network and the addition of basic Infomine workstations at 130 libraries who have until this time not had access to the network and, in most cases, not even a stand alone microcomputer.

The implementation at the Commission so far has included installation of basics at the Commission and initiation of TCP/IP connections through a UNIX minicomputer, ten additional dial in lines and 28.8 modems, a network hub with 24 ports, a WWW server, routers, and other equipment which links the Commission co-hub to the WVNET co-hub in Morgantown. Through this linkage, many libraries, staff members, and state agencies have been given access to the INTERNET. Most of the workstations through out our building have been rewired.

Several of the sub-hubs, which are libraries with their own on-line, minicomputer based systems linked via the Commission to each other and to the Union Catalog, have already acquired the needed upgrades to their equipment and are on the way to becoming operational. Each will have a UNIX name server which will handle their local E-Mail and INTERNET addresses, and other communications equipment which will drastically increase their communications speed and the volume of data that can be carried simultaneously. Where only one or two terminals at each site have been connected to the network in the past, the new system allows all existing terminals to access the communications lines. While the communications lines offer increases in speed and volume, for some sites they also offer a savings in costs.

Each Sub Hub will be given a block of INTERNET addresses. They will be responsible for Infomines in that service area and act as a mail server, and provide INTERNET access and training in the region. This may bring about close relations between schools and public libraries. It could also encourage greater public support. Parkersburg Public Library has already been approached by a local group who wish to install 32 phone lines and modems in the library not only for their own use but for the library's use as well. One of the immediate goals is to get rid of the old, obsolete Infotron equipment and replace it with routers and other digital equipment. The central site will have to be the last to retire the old equipment.

### STAFF

This was the year of the expert. Our technical staff of three performed the work of a platoon of trouble shooters. One covered the hardware and software problems through out the Commission itself, as well as twenty four micro-computer based Commission affiliated public libraries. He averaged two days a week on the road.

Another handled all the software, hardware, and network problems for all the 70 + minicomputer based public and academic library network and could often be found at work at three in the morning or on the weekends and holidays others use to rest. The third acted as mentor to those individuals, libraries and state departments getting on the Information Superhighway. He lives with a telephone in his ear, except for the time he was pulling cable, tinkering with the UNIX mail server, the routers, microcomputers, or out doing the same thing for other libraries. There are 276 Internet accounts on our system already, and 30 SLIP accounts.

### ACQUISITIONS

During a fairly routine year, in a world where budgets are cut or remain static while prices of library materials climb, Acquisitions had a few exciting days when hardware failed and had to be replaced. Unfortunately, the year

**TABLE II**  
**CONSTRUCTION PROJECTS COMPLETED FY1994-95**

PROJECT	LSCA	LOCAL	TOTAL COST
HAMLIN-LINCOLN CO.	\$338,000	\$444,956	\$782,956
BRIDGEPORT LIBRARY	50,000	50,018	100,018
<b>TOTAL</b>	<b>\$388,000</b>	<b>\$494,974</b>	<b>\$882,974</b>

NOTE: Funding for the Bridgeport Library was for equipment only.

**TABLE III**  
**PROPOSED CONSTRUCTION PROJECTS**

TYPE	NUMBER OF PROJECTS	ESTIMATED TOTAL COST	REQUESTED STATE AND/OR FEDERAL SHARE
Major Construction	7	\$4,890,000	\$3,912,000
Instant Libraries	13	1,137,500	1,023,750
Outpost Libraries	5	175,000	157,500
Remodel/Addition	8	2,870,000	2,296,200
<b>TOTALS</b>	<b>33</b>	<b>\$9,072,500</b>	<b>\$7,389,450</b>

Table IV

Library	Year	Type	Population	Local \$	State \$	Federal \$	Total \$
Alderson	1978	O R	1,500	4,000	22,334	13,448	39,782
Alum Creek	1986	I	3,715	25,135	5,000	30,000	60,135
Ansted	1976	I	5,000	0	33,404	11,012	44,416
Baker	1978	O	11,000	2,000	13,991	0	15,991
Barboursville	1966	C	17,201	66,164	1,767	128,095	196,026
Barrett-Wharton	1977	I	1,000	9,450	37,050	0	46,500
Beckley	1973	C	86,821	500,000	757,000	448,855	1,705,855
Belington	1980	O	2,000	3,000	17,858	0	20,858
Benwood-McMechen	1980	C	6,000	100,000	165,000	0	265,000
Blacksville	1973	I	6,804	23,000	11,320	0	34,320
Bluefield	1972	C R	73,942	181,400	426,299	216,101	823,800
Bolivar-Harpers Ferry	1976	IR	2,000	46,376	31,241	52,747	130,364
Bradshaw	1984	O	800	2,000	19,500	141	21,641
Branchland	1979	O R	1,024	25,799	16,229	20,000	62,028
Brandywine	1979	O	2,200	2,000	15,905	0	17,905
Bridgeport	1994	F	6,739	50,000	0	50,000	100,000
Brown's Chapel	1980	O	4,374	3,000	17,836	0	20,836
Buckhannon	1978	C	10,000	0	27,196	750,000	777,196
Buffalo	1984	O	1,034	2,000	450	19,191	21,641
Burnsville	1976	I	3,000	0	36,776	6,933	43,709
Center Point	1979	O	2,200	2,000	16,103	0	18,103
Chapmanville	1976	IR	2,000	12,808	57,531	38,270	108,609
Charleston	1965	C	23,414	1,580,814	0	436,510	2,017,324
Cheat Lake	1976	I	4,991	31,743	27,540	0	59,283
Chester	1974	IR	5,000	80,533	45,253	0	125,786
Circleville	1979	O	2,200	2,000	15,906	0	17,906
Clarksburg	1973	C	77,710	1,018,971	395,000	427,000	1,840,971
Clay	1980	C	11,265	103,500	250,000	0	353,500
Clendenin	1976	R	1,438	75,825	24,000	22,000	121,825
Cowen	1978	IR	2,500	11,901	65,941	20,149	97,991
Craigsville	1975	IRR	5,000	82,100	53,908	59,523	195,531
Cross Lanes	1974	I	5,000	45,000	14,300	0	59,300
Davy	1978	O	1,200	3,000	14,806	0	17,806
Dunbar	1976	C	9,151	279,820	250,000	0	529,820
Eleanor	1979	O	2,500	2,000	15,583	0	17,583
Elizabeth	1979	C	4,922	32,000	128,000	0	160,000
Elk Valley	1975	R	22,139	67,139	44,800	0	111,939
Elkins	1967	C F	8,536	63,052	2,532	132,153	197,737
Fairmont	1976	R	26,093	0	4,200	0	4,200
Fort Ashby	1984	I	9,633	16,998	16,808	26,591	60,397
Fort Gay	1974	I	5,000	0	30,624	0	30,624
Franklin	1987	C	3,510	84,063	183,873	140,127	408,063
Gassaway	1974	I	7,600	3,500	32,887	0	36,387
Gilbert	1979	O	1,200	3,000	16,783	0	19,783
Glasgow	1977	R	12,000	0	5,600	0	5,600
Glenville	1978	IR	3,000	63,478	52,500	25,000	140,978
Grafton	1979	C	16,584	226,720	250,425	150,000	627,145
Grantsville	1967	C	8,250	20,801	0	75,035	95,836
Greenbank	1976	IR	3,000	11,589	52,741	2,107	66,437

## Public Library Support Services - David H. Martin

Throughout state government, budgetary realities have necessitated a prioritization of services while programs such as the Governor's "Inspire" have encourage alternative solutions through reassessment of objectives and goals. In response to this and initiatives originating within the Commission and from without, Public Library Support Services has been redefining and reorganizing its goals and services.

One of the basic missions of PLSS is to bring the resources of the public libraries to the people of West Virginia through basic public information programs, in the form of catalogs, indexes, and informational pieces of special and pertinent interest. As has been noted before, this has been traditionally in the form of hard copy, for which PLSS was specifically created to design and produce. Within the limits of the physical plant, design is dictated by the basic costs of the process, the materials and the time limits. It is these aspects that PLSS has addressed in the past year.

The reassignment of some personnel and equipment to this department added an option for savings in process by adding xerography to the capabilities of PLSS. Xerographic reproduction eliminates the high set up costs of plates and negatives necessitated by offset. On the other hand, it has limits of size, color, material, quality and a relatively high unit cost per impression when compared with offset. The primary savings is in turnaround time, where short run, multiple originals are required. Additionally, PLSS has recently taken on the responsibility of mail and supplies for the Commission. As production is intimately tied to distribution, it is a logical step.

Much has been said in previous reports about the technological advances that have changed the printing industry and the savings that could be realized there. The electronic transfer of digitized images and information are now commonplace in the production of hard copy as well as in the replacement of hard copy. Transmission of masters to remote sites for production are another source for savings that PLSS is utilizing. Delivery or distribution of hard copy adds another layer of costs to the service. The task of delivering the required (and only the required) amount of material to each specific locale is virtually impossible. The distribution of masters, from which each locale can produce to its own needs, eliminates the waste of over or under production as well as the contingent costs of mailing excess weight.

The development of the "Infomine" is offering options of a similar nature. The same savings are found through electronic information transfer that never necessarily becomes hard copy. Catalogs of information and resources are simply created as on-line connections to data sources. Growing and changing daily, new sources are added and old or obsolescent are replaced or annotated, without a single hard copy produced. PLSS has already developed several of these electronic catalogs or "homepages" with their electronic connections to various databases.

Closely associated with the "Infomine" has been the research underway in the development of a GIS (Geographic Information System). The network that is the "infomine" is the infrastructure of a Geographic Information System. It is the common medium over which any agency can exchange data with any other, regardless of software, hardware or platform. It is the ability to share data and avoid replication of effort as well as create a whole greater than the sum of its parts.

While most of these developments were foreseen in last years annual report, the changes are now here. The measures that we have traditionally used are no longer a valid indicator of the activities of this department. The traditional indicators for this year showed 422,707 copies were produced, 877,594 impressions were made for 204 jobs completed. This was a marked decrease in impressions and copies but an equally marked increase in jobs completed. Several factors are at play. Economic necessities have decreased print requests and decreased the elaborateness of that which is ordered. Secondly, distribution for remote production has increased, reducing over production as well as the accountable products. The capacity to produce quality xerographic items in more exact amounts has decreased over all production numbers. The traditional measures may well be reflecting an economy of effort but they are not reflecting the production of electronic information pieces that are now a common activity. For this reason we are now establishing the accounting of electronic information pieces with each monthly report and will have at the end of this years report, a new accounting category.



## ANNUAL REPORT

find their appropriate material. We now have plans to put the updated catalog on the Info Mine, so that our librarians can do key word searching of our current collection. We also plan on shipping a supplement during the fall.

## New Tapes

We acquired hundreds of tapes this year, including a record number of programs about West Virginia. Both in-state and out-of-state producers taped WV stories and history. All three of WV's PBS stations produced high quality programs. We even produced a few ourselves that were worth distributing statewide. The most outstanding series of the year was the restored "Art of Buster Keaton". This series includes 11 features and 19 two-reel comedies. We acquired many of the best foreign films and documentaries of the year including "Hoop Dreams" and the Oscar-winning "La Belle Époque" from Spain. From our educational distributors, we purchased the latest tapes on everything from AIDS to Japanese animation. We purchased quite a few new opera tapes, and tapes on ballet, especially Russian ballet. We have had a special focus on Russia because of WV's special relation to that country now.

## CD-ROOMS

We began purchasing the newest visual format this year. *During the Christmas season, for the first time, more computers were sold than televisions.* There has been a huge increase in the production of CD-ROMS. We acquire a small number of them, both in IBM and Mac format. Patrons from all over the state were anxious, as they were during the early days of home video, to try out some new CD-ROMS. They were very popular, staying out most of the year. We will continue to acquire a small number of CD-ROMS. Videotape will continue to be the dominant format for a long time.

We are now working on our sequel, *Pickvid 3*. We will be working on providing better computer-based access to the collection. We will be previewing hundreds of new films, tapes, and CD-ROMs. We will be working with both in-state and out-of-state producers, helping them make new films about WV. Hopefully we will have the support we need to bring the best visual culture and information to the state.

## ANNUAL REPORT

Library	Year	Type	Population	Local \$	State \$	Federal \$	Total \$
Guyandotte	1984	C	10,020	199,998	0	173,400	373,398
Hamlin	1973	IRC	15,825	465,059	44,621	338,000	847,680
Hannan	1986	OR	2,186	35,129	1,500	30,500	67,129
Harman	1988	OR	1,753	43,426	0	31,300	74,726
Helvetia	1984	O	1,100	2,000	8,166	12,541	22,707
Hillsboro	1978	OR	500	5,000	31,049	0	36,049
Hinton	1983	CRR	15,785	30,672	77,274	40,000	147,946
Hundred	1979	O	800	2,000	15,822	0	17,822
Huntington	1977	C	106,835	3,560,029	1,309,980	0	4,870,009
Huntington (West)	1989	C	15,413	285,000		175,000	460,000
Hurricane (Putnam)	1973	C	38,181	190,184	223,000	107,000	520,184
Hurricane	1987	C	3,751	60,333	20,000	56,000	136,333
Huttonsville	1978	O	500	2,000	14,102	0	16,102
laeger	1978	O	1,200	3,000	14,723	0	17,723
Inwood	1978	O	2,000	2,500	13,376	0	15,876
Kenova	1984	C	21,423	164,657	0	173,400	338,057
Kingwood	1967	C	7,031	54,211	0	180,921	235,132
Lesage	1980	O	2,000	3,000	18,379	0	21,379
Lewisburg	1977	R	3,065	0	6,000	0	6,000
Madison	1973	R	30,447	27,738	105,000	0	132,738
Man	1973	I	17,000	38,000	33,579	0	71,579
Mannington	1974	R	2,747	7,000	4,200	0	11,200
Marlinton	1986	R	3,749	0	10,000	0	10,000
Marlowe	1978	O	2,000	2,500	13,376	0	15,876
Marmet	1980	O	3,500	50,000	18,173	0	68,173
Martinsburg	1966	CFR	46,775	294,578	431,250	747,072	1,472,900
Mason	1975	I	3,000	3,000	35,000	0	38,000
Matewan	1979	O	1,200	2,500	16,783	0	19,283
Middlebourne	1976	I	1,000	0	28,880	15,115	43,995
Milton	1977	C	1,600	593,375	190,020	0	783,395
Moorefield	1978	CFR	10,030	109,998	207,000	0	316,998
Mt. Hope	1979	I	4,500	7,387	50,050	0	57,437
Mt. Storm	1984	OR	2,737	26,701	30,191	12,541	69,433
Mullens	1976	R	2,967	0	13,000	0	13,000
New Haven	1987	C	2,000	86,437	179,552	121,568	387,557
New Martinsville	1975	C	21,874	152,889	215,000	105,000	472,889
Nitro	1989	R	8,074	65,499		65,499	130,998
Northfork	1978	O	1,200	3,000	14,671	0	17,671
Nutter Fort	1984	IR	6,500	75,203	25,447	79,071	179,721
Oak Hill	1976	R		83,157	203,022	0	286,179
Paden City	1974	IR	5,612	40,213	49,564	0	89,777
Parkersburg	1974	C	93,648	1,177,101	620,000	450,000	2,247,101
Parkersburg (South)	1973	I	18,000	21,000	11,685	0	32,685
Parsons	1974	I	4,845	0	32,666	0	32,666
Paw Paw	1976	I	1,000	0	33,018	12,377	45,395
Pennsboro	1984	C	3,814	15,340	51,226	185	66,751
Petersburg	1975	RC	10,210	310,000	18,000	310,000	638,000
Peterstown	1976	IR	1,000	13,985	50,663	27,851	92,499
Philippi	1991	R	9,151	149,818		148,861	298,679

Library	Year	Type	Population	Local \$	State \$	Federal \$	Total \$
Pine Grove	1976	I	1,000	0	28,860	15,010	43,870
Pineville	1985	C	12,000	116,568	12,000	0	128,568
Poca	1980	O	1,000	3,000	18,281	0	21,281
Point Pleasant	1975	C	27,045	120,000	200,000	265,000	585,000
Princeton	1975	R	7,493	0	5,950	0	5,950
Quinwood	1984	O	2,000	2,000	1,659	23,150	26,809
Racine	1980	I	1,500	0	52,500	0	52,500
Rainelle	1974	IR	10,000	28,966	53,641	19,684	102,291
Ravenswood	1972	C	11,790	69,256	88,001	89,599	246,856
Richwood	1975	C	11,276	105,000	130,000	125,000	360,000
Ripley	1972	C	14,004	66,235	88,000	89,600	243,835
Roane County	1975	C	15,952	151,568	282,764	217,236	651,568
Romney	1965	C	14,867	94,670	0	207,777	302,447
Ronceverte	1979	O I	2,000	33,648	18,335	32,937	84,920
Rupert	1978	O R	1,200	3,000	18,122	0	21,122
Shady Spring	1983	C	12,253	92,710	100,000	0	192,710
Shinnston	1973	FR	2,576	34,393	24,580	0	58,973
Sissonville	1979	I	2,000	75,123	15,500	0	90,623
Sophia	1974	I	6,000	30,200	12,342	0	42,542
South Charleston	1968	CR	15,968	179,112	213,000	310,891	703,003
St. Albans	1970	R	12,402	35,762	98,785	44,253	178,800
St. Marys	1973	C	8,236	77,560	109,450	0	187,010
Stickney	1976	I	5,000	17,623	14,330	11,915	43,868
Summersville	1991	C	9,375	391,955	200,000	200,000	591,955
Summit Point	1984	O	7,598	6,800	5,677	12,695	25,172
Terra Alta	1975	R	4,111	1,000	7,209	0	8,209
Thomas	1979	O	2,000	2,000	15,865	0	17,865
Union	1979	C	12,873	43,750	288,000	28,250	360,000
Valley Head	1978	O R	500	4,377	23,590	13,145	41,112
Vienna	1975	C	11,618	161,955	167,018	0	328,973
War	1976	IR	2,004	17,590	63,746	18,800	100,136
Webster Springs	1973	IR R	6,000	29,358	63,746	17,640	110,744
Weirton	1978	R	40,418	247,824	348,000	175,000	770,824
Welch	1980	CR	49,899	410,515	426,450	250,000	1,086,965
Wellsburg	1970	C	31,117	79,022	69,608	110,392	259,022
West Union	1977	R	7,433	5,000	20,000	0	25,000
Wheeling	1969	C	61,389	1,043,352	0	524,994	1,568,346
White Sulphur Springs	1977	RC	2,400	255,060	15,500	135,440	406,000
Whitesville	1984	I	689	13,408	33,571	3,125	50,104
Williamstown	1976	I	2,743	45,025	16,440	0	61,465
TOTAL PROJECTS: 173			1,485,866*	\$17,528,681	\$11,363,328	\$9,655,723	\$38,547,732
<b>KEY</b> C = Complete major project 48 F = Furniture only 4 I = Instant library 39 O = Outpost library 34 R = Remodeling, repair and/or addition 48 *= Population figures may include duplication; not duplicated in total							

## Film Services - Steve Fesenmaier

One of our employees became the first Commission employee to pass the 30-year milestone. We finally produced a full-description video catalog, and sent a copy to every library. One of our former employees became the first USC MLIS graduate to become the head of a Commission Dept. We also weeded out more than 1,000 16 mm films from the collection. John Abrahall-Hoskyns, president of the world's leading environmental film company, came to the state, showing new films that had special relevance for the "explosion of green" taking place here. We had a WORLD PREMIERE of Les Blank's latest documentary, and we showed our unique print of a lost Russian movie, I AM CUBA. WEST VIRGINIA and WEST VIRGINIANS AT WAR, two major PBS films, were finally aired - we had been working with them for years, acquiring films for their use, doing hours of research for both exhaustive projects.

This year we were proud to see two major film histories come to television. Huntington Public Television director Russ Barber had spent the last two years searching for footage and interviewing West Virginians. He premiered his 90 minute film on Veterans Day. We now distribute the *only public copies of this important visual document*. In the winter Morgantown Public Television aired its 6 hour history of the state. It became *the most watched event in the history of WV public broadcast*. We had been working with Mark Samels since the project's birth, finding footage for them, and even acquiring a lost CBS Reports for their use. West Virginia became the *first state with a true visual history, produced to the highest standards*. We feel honored to have been part of this monumental achievement.

### Film Festivals

The highlight of the year was the Spring Mostly Documentary Film Festival. One of our oldest friends, John Abrahall-Hoskyns, came to WV for a long weekend, touring the state on behalf of environmental activism. Mr. Abrahall-Hoskyns is the president of Bullfrog Films, the world's leading distributor of media about ecology and the environment. For years Bullfrog has won hundreds of awards for its programs, including the cable hit series, *Owl TV*. He introduced a new program about a socially responsible pulp mill in Canada, showing how economic growth can also be healthy. He showed various films at The Cultural Center, Marshall University, and a local coffee shop. During this spring festival, we also had the WORLD PREMIERES of several films including Les Blank's *Maestro - King of the Cowboy Artists* (before it was shown at the San Francisco Film Festival), *Whispers from Space*, a new feature documentary filmed in Clarksburg, WV and John Nakashima's *The Mountaineer* (which will be aired state-wide on public tv in the fall). We provided The Clarksburg Italian Festival with newly released films starring Mario Lanza, whose son came to sing at the festival, as well as many other new Italian feature films, in Italian with English subtitles. They also ran several films by Fellini whose centennial took place this year. We let the library keep the tapes for another month, lending them out to their patrons. We programmed another *Poetry in Motion series* at The Cultural Center.

### The End of 16 MM?

This year we continued weeding out our 16 mm collection. We gave away hundreds of films - to libraries, to colleges, to state agencies. We sent many films to Surplus Property where they were sold at auction. In total we have given away more than 1,000 films. *We also acquired a few new 16 mm films - a few commercial-quality feature films, and a few documentaries*. Our 16 mm films do continue to go out, and are shown. There are several film clubs around the state who only show 16 mm films. The WV State Capitol Center has asked us to program weekly 16 mm programs for the coming school year.

Film students in WV schools watch many of our feature films.

### Pickvid 2

During the last three years, we have been spending much our time creating catalogs and flyers about our new videos. Frani Fesenmaier and Vicky Shamblen did the actual cataloging. Patty Wills took their cataloging off the VTLS system, inputting into a word processor. Patty also had to write the actual descriptions, based on the videos' boxes, catalogs, and any other material. Using the latest release of Word, the 300 page document was indexed and formatted. We first sent out 50 copies of various versions. Finally, late in the year, Support Services made 250 copies, put them into loose leaf notebooks, printed a two color cover that they designed, and by June we had shipped. *For the first time, the patron could visit any local library, read a full description of a video, search full indexing, and*

Three librarians in the Direct Service Region and one staff member of this office worked to achieve their MLIS degrees from the University of South Carolina. For the past three years they participated in satellite and on-site classes, held down full-time jobs, participated in the Direct Service study and completed all in exemplary fashion. Ann Farr, Linda Lindsey, Myra Ziegler and J.D. Waggoner are to be congratulated for their commitment to their profession and continuing education.

#### Technology and the changing records

Normally at this part of the report there was a chart citing the number of interlibrary loans and deposits sent to each Direct Service library. Now that each Direct Service library has the correct modem and has been trained to use E-Mail, they search and request materials from the source. We no longer act as a clearinghouse for their requests. This is a much more efficient way to process patron requests.

#### DIRECT SERVICES OFFICE CIRCULATION 1994-95

Volumes Owned-102,677      Cassette Recordings Owned-1,189      Staff Visits -36  
Deposits -18,528      Circulation Transactions -29,187

#### Circulation Transactions by Category

AV materials -742      Extension Homemakers Clubs-173      Other Loans -495      Books-By-Mail-6,670

## Field Services - Shirley A. Smith

Meetings: 6, 104 attendees  
Gifts & Exchange: 57,954 volumes sent out; 163,713 miscellaneous items sent out  
Clippings: 6,566  
RADAR: 2,145 requests; 889,653 items sent out

Field Services has as its mission to work with public libraries, their staffs, their trustees, and their Friends of the Library and to facilitate training as needed and requested. This department also oversees state institutional service, the Gifts & Exchange Division, and the alcohol and drug abuse clearinghouse (RADAR). Other assignments are statistics, grant writing, and annual programs.

#### TRAINING

This past year saw the long-anticipated graduation of 79 West Virginia students enrolled in the University of South Carolina-WV Library Commission's three year Satellite Masters' program. The Library Commission itself had four staff members receive their degrees: J.D. Waggoner, Marilyn Johnson, Vickie Shamblen, and Frani Fesenmaier. Frani was promoted to the Head of the Blind & Physically Handicapped Department at the Commission, Marilyn was promoted to a librarian in Direct Services, and J.D. Waggoner was promoted to Assistant Field Services Director.

#### A DAY IN THE LIFE

For the eighth year, all public libraries and several academic libraries set aside one day in January to tabulate all library activity. In one day, 34,623 people visited their libraries, checked out over 40,493 books, and made over 27,556 on-line computer searches. Over 14,400 of them attended programs in a public library. Sixteen thousand people used the libraries' reference services and 2,485 disabled persons were served. There were 108 homeless persons who found shelter in the library. Librarians busily distributed 5,194 tax forms, shelved 41,196 books, and issued 955 new library cards. Once again, this one-day marathon survey shows that libraries are an important part of many West Virginians' everyday lives.

#### RADAR

The alcohol and drug abuse information clearinghouse (RADAR) funded with a block grant from the Health Department, Alcohol and Drug Abuse Division, continues to respond to the growing number of requests from all over the state. From its beginning in October of 1989 through June of 1995, 13,328 mailings have distributed over 3,661,987 items.

The drug abuse resources of public libraries were all enhanced this year through a survey to determine their needs and subsequent restocking. Materials were sent to the statewide conference on alcohol and drug abuse held in Martinsburg, and exhibits were set up during the Legislative session and during State Employee Recognition Week. For Red Ribbon Week in October we distributed 150,000 red ribbons to all state agencies, public and academic libraries and local community groups. For the third year, 50,000 of our "Grow Up Drug-Free" seed packets were distributed statewide in April to schools, public libraries, and community groups.

#### INSTITUTIONS

Public library service to the 3000+ residents in 49 state institutions is provided by thirteen public libraries who receive subgrants from the Commission to provide this service. Besides providing books, periodicals, newspapers, videotapes, and equipment, many libraries also provide specialized programming.

This year, due to more requests for services to contracted halfway houses, child shelters, abuse shelters, and the like, the Commission established a definition for "state institution" and is in the process of determining what places will be served by subgranted state funds in the future. The Commission is only obligated by the WV Code to provide services to state-run institutions; local public and private institutions fall under local public library extension services.

Robert Channell, a Library Commission employee who served as the librarian at the Huttonsville Correctional

Center for ten years, resigned to take a job with the prison. Throughout his tenure, Robert worked diligently to serve his clientele and the patrons at other state institutions. He attended the Marshall Institute where he received an award for outstanding student, and he served as a liaison with the Corrections Department. We miss him.

A policy and procedures manual for institutional service was written and revised to assist public libraries in working with their assigned institutions.

#### GIFTS & EXCHANGE SECTION

Each year shows an increase in the number of libraries participating in this recycling program. The 57,954 volumes sent out represent a conservative estimate of half a million dollars in library collection resources. Some 359 visitors came throughout the year and took away over 19,000 books.

The regional jails have presented a new area of service. In the past year and a half, this division has sent them nearly 5,000 books. Their demand for materials has increased tremendously and will probably continue to do so since they are mandated to provide library service but do not have funds to implement it.

On August 5, this division went on-line with its lists of available materials. Each Friday, 50 titles are listed to the public and academic libraries across the state who use email. In the past eleven months there have been 365 request, an average of 8 each week. These requests are library unit requests and represent an uncounted number of titles. Total savings gained by using email instead of snail mail is estimated at \$40 per month.

Over a two month period, the staff of this division engaged in the difficult process of developing a comprehensive policy and procedures manual which outlines not only division goals and objectives, but procedures and job descriptions. This manual has already proven its usefulness to staff.

#### GRANTS

This department participated this year in helping develop and negotiate the \$2.5 million grant from the US. Department of Education for completing the statewide automation system and helped write and submit a \$250,000 grant to the US. Department of Commerce for telecommunications enhancement.

West Virginia public libraries received a total of \$218,328 from the Library Services and Construction Act, Title VI, Literacy, program: Elkins-Randolph County, \$16,000; Hamlin-Lincoln County, \$20,125; Martinsburg-Berkeley County, \$35,000; Greenbrier County (6 libraries), \$48,052; Monroe County/Peterstown, \$70,000; and Summers County, \$29,151.

#### REGIONAL MEETINGS

In the Fall of 1994, the Commission held a series of five informational meetings across the state. A total of 301 persons attended to hear a proposed plan for equalization of state aid and to participate in small groups to express their views on this plan and on school-library cooperation. Meeting sites and attendance included: City-County Library (Moundsville), 56; Hampshire County Library (Romney), 52; Sutton Library (Braxton County, Flatwood Days Inn), 87; Princeton Library, 63; and Putnam County Library (Hurricane), 43.

#### OTHER ACTIVITIES

Informational materials were distributed on behalf of the Library of America, Solid Waste Commission, Read Aloud WV, Commission on Aging, Libri Foundation, American Library Association grants, and AmeriCorps.

Libraries were surveyed in December as to the number of West Virginia tax forms they thought they might need for distribution and the forms were ordered from the Tax Department and distributed to them. One hundred and three public libraries distributed over 89,000 state tax forms.

As usual, this department completed a mountain of reports: The Federal-State Cooperative Statistics (FSCS) state report submitted on disk to the National Center on Educational Statistics (NCES); the Integrated Post-Secondary Educational Data (IPEDS) statistics on academic libraries; the Library Services Construction Act Annual Program and Annual Report; the annual state statistical report, the annual state service plans, the bi-annual State Library Agency report for NCES; the "Day in the Life" survey; and various reports for interim legislative meetings.

## Direct Services - Donna Calvert

The 24 Direct Service Libraries and staffs spent a large portion of the past year working on the Direct Service Study that would address three main areas. These areas were: 1) History of the Direct Service Region with special emphasis on the growth and development of library services; 2) Compare the regional systems within the State of West Virginia in an effort to identify the most effective methods currently used to deliver library services within the State and 3) Identify "trends" in the delivery of library services in states other than West Virginia in an effort to determine a model for libraries within West Virginia. The report was accepted and adopted by unanimous vote at a regional meeting on March 14, 1995. The resulting 111 page professional document illustrates the hard work and cooperation displayed by all the librarians. On April 17, 1995, the study was presented to the West Virginia Library Commission.

#### Improved Facilities

Although the preparation of the Direct Service Study took a great deal of time, it did not hinder the on-going activities of the region. On October 15, 1994, the Hamlin-Lincoln Public Library dedicated their new 7,300 square foot brick and mortar building. Moving from the old double instant facility enabled Hamlin to expand their collection by over 7,000 volumes and offer several new programs. Thanks to foundation grants, Hamlin was able to add new technologies. Two multimedia workstations are now available for public use that are equipped with CD-ROM drives. Patrons have access to encyclopedias, educational games, word processing, and magazine articles. Since opening these stations they have been heavily used by numerous classroom visits.

#### Books-By-Mail/Logan

The Direct Service Office continues to support library service to central Logan County with a Books-By-Mail program. With public libraries located in Chapmanville and Man, there are still approximately 16,000 people unserved. The Logan Area Library Board of Trustees has had a very active year. The board has been investigating vacant storefronts, old banks and vacant lots. The ideal location is on Midelburg Island where several schools are located. There have been many meetings exploring the possibility of a joint school/public library facility on this property. The level of cooperation between board, school and government entities is very encouraging.

#### Workshop

In conjunction with a Direct Service Study meeting in September Karen Goff, Head of the Library Commission's Reference Services, presented an informative workshop. Ms. Goff discussed the trial demonstration of the OCLC First Search. Direct Service librarians learned the capabilities of the service.

#### Literacy

With continued dedication to literacy and family literacy programs four applications for LSCA Title VI grants were submitted and four grants were funded, this one hundred per cent success rate is a tribute to the extent the Direct Service librarians cooperate and collaborate. Two independent counties, Monroe and Greenbrier, wrote joint projects focusing on sharing resources, training, volunteers and staff. Each grant is specifically tailored to meet the needs of their community, however the knowledge of grant writing has been shared. Thanks to these four grants, thirteen libraries have active literacy programs. Greenbrier County submitted one joint proposal that would serve all seven public libraries. Hamlin-Lincoln County Public Library submitted a proposal to cover the main library and both branches, and Peterstown/Monroe County Public Libraries submitted a joint proposal.

#### Read Your Way to the Governor's Office

Read Your Way to the Governor's Office was again jointly sponsored by Governor Caperton and the Library Commission. This program encourages our junior high aged patrons to write essays with their views on the value of reading to their future. Winners from each local library compete to determine a county winner. County winners are then hosted for lunch and recognition by Governor Caperton for their achievement. Each year a booklet is produced of the winning essays and distributed through the public libraries.

#### Continuing Education



titles intended for children and young people.

We were sad to note the passing of Laurance Jones, a resident of Charleston and longtime patron of the service. Due to the kindness of his family we were listed to receive contributions in lieu of flowers. This has amounted to a nice bequest for the department.

### STATISTICS For 1994-1995

#### CIRCULATION

Subregional	59,116
Regional (WVLC)	107,195
Periodicals	33,500
Braille	2,130

**TOTAL 201,941**

#### TOTAL REGISTRATION

Individuals	4,803
Deposits ***	2,050

**TOTAL 6,833**

#### HOLDINGS IN PRINT AND NON-PRINT FORMAT

Talking Books *	19,238
Cassette Books *	119,300
Large Print Books **	17,440

**TOTAL 155,978**

#### MACHINE HOLDINGS

Talking Book Machines *	1,025
Cassette Book Machines *	3,667

**TOTAL 4,642**

\* Items sent to WV by the Library of Congress

\*\* Items purchased with State funds

\*\*\* Multiple of 10 has been applied to all Deposit Registration figures.

## Reference -Karen Goff

### Mysteries of Reference 1994-1995

"Do you feel librarianship provides you with a fulfilling and meaningful career path?" The question was on one of those earnest surveys sent out by library science doctoral students. How can I answer when lately the mysteries of the reference universe are increasing faster than web sites on the Internet?

How can my career be meaningful when I can't even explain why patrons never ask for quotes that are in Bartlett's or poems that are indexed in Granger's? We didn't count how many of the 14,000 plus reference requests answered last year were for quotes and poems but I recall often seeing that look of pure frustration invoked by the words "I need a poem" or "who said". Being the library of last resort for other libraries in the state means that we get many of these questions after all reasonable sources have already been checked. The addition of CD-ROM quote and poetry indexes helped level the playing field a little but then huge divots appeared when the Granger's disc disappeared.

Frustration doesn't even come close to describing the feelings generated by the discovery that the Federal government carefully counts and records how many people of Cape Verdean ancestry live in Morgan County but does not count how many high school seniors in West Virginia go on to college. The library adds over 1,000 government documents to the collection each month. Paper, microfiche, CD-ROM, we get them all, plus access to webs and homepages. Answering, or not answering, one question can take all day and half the world. The questions that elicit the confident "no problem, I'll get back to you in 15 minutes" might take weeks to answer. Administering the State Publications Clearinghouse and Depository Library system will provide a whole new range of opportunities for frustration or fulfillment. If it turns out to be anything like managing the Family Matters database, just keeping up with changes in the names and organizational structure of state agencies will be a challenge.

One of the biggest barriers to my fulfillment as a librarian is the unsolved mystery of the time warp. It would be easy to verify the theory that the time warp affects one of every ten walk-in patrons and a large percentage of the 2200 interlibrary loan requests received at the Library Commission. We could also analyze the effects of phases of the moon and the school year on this syndrome, if we just weren't so busy dealing with it. The effect of the syndrome on interlibrary loan staff is unmistakably ugly. The time warp syndrome makes the patron think that the article she needs, just because she needs it, was published very recently. For example, the patron will assure you that the article is in the latest issue of the Journal of Infinite Knowledge. The ILL librarian, using electronic wizardry, calls up the table of contents of the latest issue of J. Inf. Know. The patron is astounded not to see her article in that issue. The index is obviously defective. Only the discovery of the article in the January 1989 issue of Reader's Digest saves the day although the patron leaves still wondering what she read in the Journal of Infinite Knowledge.

Resolution of the time warp mystery isn't always that easy. Assuming the citation can be verified using paper, CD-ROM, online, and/or Internet sources, it never fails that the only location for the urgently needed article has either sent the issue to the bindery, or is a Tibetan monastery with no access to the Internet, a fax machine, or regular mail service.

How can I even find my career path when I've struggled for years to find an explanation for the great telephone distortion mystery? Why, why, why are the most complicated reference questions called in from no-name pay phones located in the middle of busy intersections? An unverified 10% of the 4,450 phone calls to the Reference desk seem to be from questioners with vast subject knowledge but only a tentative knowledge of the English language.

This year I searched for fulfillment in a measurable, achievable goal. Assuming that the mystery of missing books could be totally eliminated by a complete inventory of the collection, a project was launched to verify every entry in the online catalog. Books would either be on the shelf or checked out. But the project only revealed more mysteries; books with no records; Forest Recreation with the call number for Poems of John Milton; books on permanent but undocumented loan in staff offices; records with no books. With excellent staff support, a book collection of over 92,000 volumes, and 1200-1500 new titles added annually, retirement is bound to come before fulfillment.

In a meaningful library career would the person who needs 150 copies of his five page Christmas letter come in two minutes before the library closed; would the patron who is most critical of the library's collection, hours, and staff be the one who spends all day, every day at the library; would there always be more machines than outlets? Maybe practicing librarians have a skewed definition of fulfillment.



## Statistics of Reference 1994-1995

<b>Materials</b>		
Total Volumes	92,844	+1341
Periodical Subscriptions	601	
Gov. Document Periodicals	172	
Gov. Document - CD-ROM	65	
Gov. Documents Added	3,004	
Serial Services - Paper	10	
Serial Services - CD-ROM	13	+8
Other CDs	8	
<b>Microforms</b>		
Microfiche	224,094	+6302
Microfilm	22,255	+ 542
<b>Services</b>		
Total Circulation Transactions	30,223	
Direct Loan	11,938	
Interlibrary Loan	4,145	
In-House Use	14,140	
Interlibrary Loan Requests	2,481	
To Other Libraries	209	
From Other Libraries	2,272	
Reference Requests	14,148	
On Site	9,115	
Telephone/Fax	4,448	
Census	84	
Online Search Requests	501	
Photocopies	39,507	
New Registrations	545	

## Services for the Blind and Physically Handicapped -Frani Fesenmaier

The Blind and Physically Handicapped Department serves the needs of blind or visually impaired, and physically limited library patrons in the State of West Virginia by providing access to talking books and other non book formats.

Persons who meet the following criteria are enrolled:

1) Blind persons whose visual acuity, as determined by competent authority, is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees;

2) persons whose visual disability, with correction and regardless of optical measurements, is certified by competent authority as preventing the reading of standard printed material;

3) persons certified by competent authority as unable to read or unable to use standard printed materials as a result of physical limitations;

4) persons certified by a competent authority as having a reading disability resulting from organic dysfunction and of sufficient severity to prevent their reading printed material in a normal manner.

The department was served by a part-time head until February 1, 1995, when Frani Fesenmaier accepted the full-time regional librarian's position. The department had not had a full-time head in several years. Our registration clerk, in charge periodical circulation and reproduction and patron records, left the department at the end of the fiscal year to take another position. A new senior worker and part-time help were added to the staff in the spring.

We have been very fortunate to have the help of our special students from Capital High School to help rewind and check in our tapes twice a week. Willie Rauchin is the supervising instructor, ably assisted by Jean and his crew of four students. Our students have been helping us to rewind and circulate audiotapes during the school year for several years now.

The West Virginia Library Commission administers the Services to the Blind and Physically Handicapped for the National Library Service of the United States Library of Congress. While Charleston is the hub of the NLS system, the system also has 5 subregionals within West Virginia. Subregionals are at Kanawha County, Cabell County, Ohio County and Wood County Public Libraries and at the School for the Blind at Romney. Nationally, Multistate Centers East and West accept interlibrary loan requests for older or unavailable titles.

Last fiscal year, we were visited by Devon Skeele, an NLS consultant, who sent us her recommendations. Some of these recommendations, such as "a more stable LAN (linked area network) have already been implemented. The first part of the 94-95 year saw the installation of new computer hardware which provided much faster and more reliable processing of records.

In the spring, the collection was weeded and excess books were recycled through the NLS system. Finally we had enough shelf space to house the new books. We had run out of room. While we always attempt to retain at least 1 copy of the older titles, this is not always possible. Lacking a resident volume, we must order out-of-state. A new system, NLSNET, was installed which enables us to submit most out-of-state requests electronically to our Multistate Center in Cincinnati. This is proving to be easier and faster than our previous method of submitting a 4-part carbonated form for each title needed. NLSNET offers many more capabilities and we are planning to take advantage of as many as possible to provide faster service.

B & PH is now connected to the Internet. This has given almost instantaneous access to the NLS database of books available through LOCIS (Library of Congress Information Systems). We can now tell you, not only whether a title is available in the system, but its format and if it will be received at some point in the near future. We can search for titles in many different ways, locating authors, subjects and titles in all 50 states!

We are also connected to the Virginia Tech Library System (VTLS) and the Statewide Union Catalog! This enables us to get information from the WVLC system which is maintained by the Technical Services Department, the Family Matters Database, etc.

Services for the Blind and Physically Handicapped participated in several community conferences this year, presenting programs at the Lion's Club in South Charleston, the Mountain State Council for the Blind Meeting in Dunbar and sending reports to the National Federation of the Blind of West Virginia meetings. The quarterly newsletters continued to be produced and sent out. Descriptive Videos were acquired. Large Print acquired many new